

WHAT IS CLAIMED IS:

1. An image processing apparatus management system comprising:

a managing apparatus connected to a computer network; and

5 an image processing apparatus that is connected to the computer network and managed by the managing apparatus via the computer network, wherein the image processing apparatus is connected to the computer network via a firewall that allows data transmitted using predetermined protocols to pass through, wherein at 10 least one of the predetermined protocols has an immediacy, and the image processing apparatus having a report generating/transmitting unit that generates report data and transmits the report data to the managing apparatus through the computer network using the protocol having the immediacy.

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2. The image processing apparatus management system according to claim 1, wherein the firewall allows reply data sent by the managing apparatus in response to the report data, to pass through and reach the image processing apparatus.

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3. The image processing apparatus management system according to claim 2, wherein when the report data sent by the image processing apparatus includes a request for a program, the managing apparatus includes the program in the reply data.

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4. The image processing apparatus management system according to claim 1, wherein the protocol having the immediacy is hypertext transfer protocol (HTTP).
5. 5. The image processing apparatus management system according to claim 1, wherein the managing apparatus includes an informing unit that informs an operator of an identification of the image processing apparatus that sent the report data and contents of the report data.
- 10 6. The image processing apparatus management system according to claim 1, wherein the managing apparatus includes a report outputting unit that outputs contents of the report data, and an identification of the image processing apparatus that sent the report data.
- 15 7. An image processing apparatus that is connected to a computer network via a firewall that allows data transmitted using predetermined protocols to pass through, wherein at least one of the predetermined protocols has an immediacy, wherein a managing apparatus connected to the computer network manages a predetermined image processing apparatus, comprising:
 - a report generating/transmitting unit that generates report data and transmits the report data to the managing apparatus through the computer network using the protocol having the immediacy.
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8. The image processing apparatus according to claim 7, further comprising:

a remaining amount detecting unit that detects an amount of unused consumable product in the image processing apparatus,

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if the amount detected is equal to or less than a predetermined value, the report generating/transmitting unit generates the report data by including therein, information about the consumable product.

10 9. The image processing apparatus according to claim 7, further comprising:

a product replacement detecting unit that detects whether a product in the image processing apparatus must be replaced, wherein

15 if the product replacement detecting unit detects that the product must be replaced, the report generating/transmitting unit generates the report data by including therein, information about the product to be replaced.

10. The image processing apparatus according to claim 7, further 20 comprising:

an abnormal condition detecting unit that detects an occurrence or a possibility of occurrence of an abnormal condition in the image processing apparatus, wherein

25 if the occurrence or the possibility of occurrence of the abnormal condition is detected, the report generating/transmitting unit generates

the report data by including therein, information about the abnormal condition.

11. The image processing apparatus according to claim 7, further
5 comprising an inputting unit that inputs an instruction, wherein
if the instruction is input, the report generating/transmitting unit
generates the report data by including the instruction therein.

12. The image processing apparatus according to claim 7, further
10 comprising an order information inputting unit that inputs order
information to order a consumable product, wherein
if the order information is input, the report
generating/transmitting unit generates the report data by including the
order information therein.

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13. The image processing apparatus according to claim 7, wherein
the report generating/transmitting unit generates the report data by
including therein, a request to send a program, and transmits the report
data to the managing apparatus at a predetermined interval.

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14. The image processing apparatus according to claim 7, further
comprising:

a utilization state acquiring unit that acquires state information
about a utilization state of the image processing apparatus, wherein
25 the report generating/transmitting unit generates the report data

by including the state information therein, and transmits the report data to the managing apparatus at a predetermined interval.

15. The image processing apparatus according to claim 7, wherein
5 the protocol having the immediacy is hypertext transfer protocol
(HTTP).

16. A method in which a managing apparatus manages an image processing apparatus, the managing apparatus and the image processing apparatus being connected via a computer network, and the image processing apparatus being connected to the computer network via a firewall that allows data transmitted using predetermined protocols to pass through, wherein at least one of the predetermined protocols has an immediacy, comprising:
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15 the managing apparatus receiving report data from the image processing apparatus sent through the computer network using the protocol having the immediacy, wherein the report data includes information about the image processing apparatus;

the managing apparatus outputting contents of the report data
20 received; and

the managing apparatus sending a reply data to the image processing apparatus, in response to the report data received.

17. The method according to claim 16, wherein the protocol having
25 the immediacy is hypertext transfer protocol (HTTP).